

## Billing Information

At Lagoon Medical Centre, we bulk bill all patients who hold a valid Medicare card at all times. However, there are fees for minor procedures (i.e. excisions, Mirena/IUD and Implanon insertion/removal, and iron infusions), these fees attract a rebate also.

For all non-Medicare holders, a list of our consultation fees is provided below:

### In Hours

- Standard, Level B \$70.00
- Long, Level C \$90.00
- Prolonged, Level D \$120.00

### Out of hours (8pm-8am weekdays, Saturday after 1pm – Monday 8am and Public Holidays)

- Standard, Level B \$90.00
- Long, Level C \$120.00
- Prolonged, Level D \$150.00
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Consultations for Pre-Employment medicals, Driver's License medicals are not covered by Medicare and will incur a fee.

*\*Price is determined by length and requirements of Employment Medical. Price is quoted prior to appointment, upon viewing paperwork.*

### Non-Cancellation/Did not attend

Whilst we understand that sometimes things happen and you cannot make your booked appointment, we do ask that you please contact our practice to cancel your appointment, so we may offer this time to another patient in need of our care.

## Our Services

- Family Medicine
- Skin Cancer Checks and Skin Cancer Surgeries
- Paediatrics
- Iron Infusions
- Women's and Men's Health Including Antenatal and Postnatal checks
- Immunisations, including Child, Travel and Flu Vaccinations
- Health Assessments and Care Plans
- Sexual Health
- Mental Health
- Pre-Employment Medicals
- Driver's License Medicals
- Asthma Management
- Cosmetics, including injectables
- Ear Syringe/Micro suction
- PRP (Platelet-rich Plasma) Injections
- Cryotherapy
- Onsite Pathology (Western Diagnostic, open 6 days)
- Onsite Imaging (Beelias Diagnostic Imaging, open 5 days)

Home Visits can be arranged for registered patients, upon doctor's discretion.

For after hours medical attention, please contact the following, or alternatively seek the nearest hospital.

**Dial-A-Doctor**

**Phone: 1300 030 030**



## Lagoon Medical Centre

**Monday – Friday: 7am – 9pm**  
**Saturday and Sunday: 8am – 6pm**  
**Open most public holidays: 8am – 6pm**

**Unit 1, Beelias Hive Shopping Centre**  
**283 Beelias Drive, Yangebup WA 6164**  
**(Next to The Vale Bar and Brassiere and Aldi)**

### Phone

**08 6117 0480**

### Email:

**[admin@lagoonmedicalcentre.com.au](mailto:admin@lagoonmedicalcentre.com.au)**

**[www.lagoonmedicalcentre.com.au](http://www.lagoonmedicalcentre.com.au)**

## Our Clinical Staff

**Dr Charles Meribole** MBBCH, Dip.Anaes, FRACGP, PGDWH, Cert.SkinCa Medicine, Cert.SkinCa Surgery

**Dr George Andrawis** MBChB, FRACGP, AMC, Dip. Child Health, Cert.SkinCa

**Dr Mohamed Abou El-Alamein** MbChB, MRCGP (UK), FRACGP, Dip.Diabetes

**Dr Francis Akinyemi** MBBS, FRACGP, Dip. Fam Medicine

**Dr Anwar Jawad** MBChB, FRACGP, DFFP, Cosmetic Doctor

**Dr Gagandeep Kundal** MBBS, MRCGP, FRACGP

*For more information specific to each doctor, please visit our website: [www.lagoonmedicalcentre.com.au](http://www.lagoonmedicalcentre.com.au)*

### Allied Health onsite:

**Lagoon Physiotherapy** – Nathan Freemantle

**Chiropractor** – Dr Bojan Tvoric

**Dietitian** – Danielle Di Carlo

**Psychologist** – Jaclynn Roche

**Therapist** – Michelle Smith

## Our Staff

### Nurses

Charisse, Elise, Jessica

### Administration

**Practice Manager** - Bridget Newman

**2IC** – Bri

**Reception staff** – Suzie, Rose, Chantelle, Siri, Kayla



## Results Policy

We encourage our patients to book an appointment to discuss results at the time of the appointment if they would like to follow up the results. We use an electronic recall system, or alternatively you can elect to be contacted via mail. However, our procedures for the recall of results are as follows:

If your result is normal, please be aware that you will **not be contacted**. You are more than welcome to call to see whether your results are back in, however we DO NOT give results out over the phone due to privacy and confidentiality reasons.

**Urgent Results:** The doctor or nurse will contact you as soon as possible by phone to advise you to make an appointment to see the GP. If there is no answer, we will try and leave a voice message. We will make several attempts to contact you, however if unsuccessful, you will be sent a letter via registered post advising that an urgent appointment is required.

**Non-Urgent Results:** You will receive a SMS or letter dependent on your authority to contact via SMS. All communications are documented in your clinical record. If an appointment has not been made, a second SMS will send 2 days later and again an additional 2 days later. A letter will be posted via registered post if still unsuccessful.

\*All communication methods will not provide confidential information and an appointment will be required to discuss any confidential matter.

## Feedback and Complaints

If you have any questions, feedback or complaints please do not hesitate to contact the staff at Lagoon Medical Centre. You can also provide feedback, suggestions and complaints at the feedback box at the front desk, also via email:

[admin@lagoonmedicalcentre.com.au](mailto:admin@lagoonmedicalcentre.com.au).

If you are dissatisfied with the service you have received from our practice and do not want to discuss this with us, the following information is for the State Health Complaint Agency:

The Health and Disability Services Complaint Office (HaDSCO)

GPO Box B61, Perth WA 6000

Phone: 08 9323 0600 Fax: 08 9221 3675

Country Free Call: 1800 813 583

## Management and Personal Health Info

Our practice has strict guidelines on confidentiality, patient consent and consent for a 3<sup>rd</sup> party to obtain information, transferring of health information along with access and security of personal health information. We adhere to the Privacy Act 1988 and are governed by the Australian Privacy Principles. We have a privacy policy outlining the management of your health information, this is available from reception or our website.